

Read Me for Key Stage 4: Maths, Physics, Chemistry, Biology, Science and Geography, version 2.0

Please note: not all features on the Sampler are active.

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1. Introduction

About Dorling Kindersley

DK Multimedia titles are available wherever CD-ROMs are sold. New titles will be available on a regular basis. For more information, contact us at DK Multimedia, 9 Henrietta Street, London, WC2E 8PS.

You may also visit us on the World Wide Web at:

<http://www.dk.com>

About this Read Me file

This Read Me file is designed to address most of the problems you may encounter when using Key Stage 4. Please take a look at the table of contents above to see if your particular problem is addressed.

If you are still having problems or need further technical support on any Dorling Kindersley product, please call the Multimedia Helpline with details of the problem, including any error messages that were produced, and the full specification of your Macintosh. If possible, you should be beside your machine when you telephone.

The numbers in London, United Kingdom are:

Telephone: 0171 753 3488

Fax: 0171 753 7575

E-mail: DKMM@dkmm.co.uk

The numbers in New York, USA are:

Telephone: 1-800 DKMM 575

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2. Care of Compact Discs

Contrary to early reports, compact discs (CDs) are very easily damaged if treated carelessly. Such damage has a much greater effect on the digital data of a CD-ROM than on the information of a music CD. A dirty or damaged CD-ROM is quite likely to malfunction. With CD-ROM drives becoming ever faster and more disc-sensitive, this is an increasing problem.

The surface of the disc can quickly gather dirt and is very easily scratched. To protect the data from scratches, fingerprints, dust particles, and smears, do not touch the readout side (unlabelled side) of the disc or place it face down on a hard surface.

Should the CD become dirty, clean it with a soft cloth lightly moistened with CD cleaning fluid or ethyl alcohol, working from the centre to the edge. Do not use any type of solvent, such as benzine, lacquer thinner, anti-static agents, or LP record cleaners as they may damage the surface.

Never leave the disc in a place subject to direct sunlight, high temperature, or high humidity. Recommended storage conditions are:

Temperature: 10°C to 50°C (50°F to 122°F)

Humidity: 10% to 80%

3. System requirements for running Key Stage 4

The minimum computer specification required for running Key Stage 4 is as follows:

An Apple Macintosh 68LC040 25MHz computer, or above, that supports a 640 x 480 pixel monitor displaying 256 colours, 12Mb RAM, a double-speed CD-ROM drive, and System 7.0 or later.

Key Stage 4 also requires a certain amount of free RAM in order to run. You can check the minimum amount of free RAM required by Key Stage 4 in the following way:

1. Insert the Key Stage 4 CD into the CD-ROM drive.
2. Double-click on the Key Stage 4 Folder, then click on the Key Stage 4 icon to highlight it.
3. From the File menu, select Get Info.
4. Under the memory requirements section, look for the figure in the Minimum Size box. This is the minimum amount of free RAM that Key Stage 4 needs in order to run.

4. Running Key Stage 4

You must install the relevant Key Stage 4 title to your hard disk or desktop. To do this, drag the relevant Folder (eg KS4SCI, KS4GEOG, KS4MATHS) to your desktop or a folder on your hard disk. Open the folder you have copied and double-click on the product icon to start the program.

5. Installing QuickTime\$ 2.5

If you don't already have QuickTime\$ installed on your system, you should copy the QuickTime extensions provided in the QuickTime\$ folder on the CD to the extensions folder on your hard disk. Remember to restart your Macintosh after you have copied the extension into your extensions folder.

6. Performance problems

If Key Stage 4 runs slowly or sound output is interrupted, try the following suggestions:

A Running Key Stage 4 with your Macintosh in Virtual Memory mode may cause sound break-up, particularly on older Macs. In Virtual Memory mode, your Macintosh uses a section of its hard drive to emulate RAM. Although this increases the free RAM available to Key Stage 4, access to that RAM can be slow. For best performance, use the Memory control panel to turn Virtual Memory off and then restart your Macintosh. However, if you are low on memory you may have no choice but to leave Virtual Memory switched on.

A An old or slow CD-ROM drive will impair the program's performance. The only solution to this problem is to upgrade your CD-ROM drive.

⚠ Running Key Stage 4 with less than the minimum amount of free RAM can cause problems (see section 4, System Requirements for running Key Stage 4.) You can check to see if there is any free RAM available by opening the About This Macintosh dialog box from the Apple menu in the Finder. If there is free RAM available you can set the program to take advantage of this. First install the program on your hard disk (see section 4, Installing Key Stage 4), then select the Key Stage 4 icon and choose Get Info from the File menu in the Finder. You can then use the Get Info dialog box to increase the amount of memory set aside for Key Stage 4. Allocating more memory to the program can improve performance.

⚠ SCSI termination problems can affect your CD-ROM drive. Your CD-ROM drive must be either internally or externally terminated. Consult your Macintosh documentation for more information on SCSI termination.

⚠ Some performance problems may be caused by low memory conditions. Try reading the following chapter on running Key Stage 4 with low memory.

7. Running Key Stage 4 with low memory

Key Stage 4 requires a minimum amount of free RAM to run. You can check how much free RAM is required by doing the following:

1. Insert the Key Stage 4 CD into the CD-ROM drive.
2. Double-click on the Key Stage 3 folder to open it, then click once to highlight the product icon.
3. From the File menu, select Get Info.
4. Under the Memory Requirements section, look for the figure in the Minimum Size box. This is the minimum amount of free RAM that the product requires in order to run.

You can then check how much free RAM is available by opening the About This Macintosh dialog box from the Apple menu in the Finder. If you do not have enough free RAM to run Key Stage 4, try the following suggestions to free up additional RAM:

⚠ Make sure you have only one application running at a time.

⚠ If you still have less than the minimum amount of free RAM, you can allocate some hard disk space to work as Virtual Memory. You can set your Macintosh to use Virtual Memory by using the Memory control panel, found in the Control Panels folder within your System folder, then restart your Macintosh. However, using Virtual Memory may slow your Macintosh's access time to RAM causing sound and video break-up, so only switch it on if it is really necessary.

⚠ You may be able to reduce the amount of memory used by your system software by removing unused Apple menu items, fonts, extensions, sounds, etc. from your system folder. These items can occupy considerable amounts of memory and their removal may allow Key Stage 4 enough RAM to run efficiently. Consult your Macintosh documentation for more information on how to remove these items.

⚠ If your Macintosh is set to more than 256 colours you can reduce the amount of memory Key Stage 4 uses by setting the monitor control panel to 256 colours. To do this, select Control Panels from the Apple menu, and then select Monitors. From the list of settings for your selected monitor you should choose 256 colours.

⚠ Key Stage 4 can be set to run in less than the recommended amount of RAM. To do this, first install the program to your hard disk (see section 4, Installing Key Stage 4.) Select the Key Stage 4 icon and choose Get Info from the File menu in the Finder. You can then use the Get Info dialog box to decrease the amount of minimum and preferred memory set aside for Key Stage 4. Allocating less memory to the program may allow the program to run, but will also affect the program's performance, and may cause the program to crash.

⚠ Do not set the preferred memory size to more than or equal to the amount of free RAM on your system as this may cause problems.

If Key Stage 4 crashes, or freezes up, the most likely cause is a problem with the disc. You should try the following solutions:

- 1) If you are stuck in the product and cannot exit, press OPTION (Alt) + COMMAND (APPLE) + ESC to force Key Stage 4 to shut down. Do this only if the application has truly crashed; we do not recommend you try this with other applications.
- 2) You should try cleaning the disc before trying to run Key Stage 4 again.

3) If this does not work, use the Monitors control panel to reduce the amount of colours used by your monitor to 256 colours.

4) If you are still having problems with crashes and freezes, from the Apple menu choose Control Panels, then Memory. In the Memory control panel, make sure that the Modern Memory Manager is set to Off (if this is present on your machine). DO NOT click Use Defaults. Now restart your computer and try to run Key Stage 4 again.

8. Sound problems

If Key Stage 4 produces no sound at all, check the following points:

⌘ Use the Sound control panel to check that the sound volume level on your machine is turned up.

⌘ If you have external speakers, check that they are on and that their volume control is turned up.

⌘ If you wish to use either the internal or external speakers, make sure that you have not left headphones plugged in.

If Key Stage 4 produces interrupted or distorted sound, check the following points:

⌘ If the sound volume level in the Sound control panel is set at maximum volume, it may cause sound to distort. The same problem may occur with external speakers set at maximum volume. Experiment with different volume levels until you find a comfortable sound level.

⌘ Running your Macintosh in Virtual Memory mode may cause sound break-up. In Virtual Memory mode your Macintosh uses a section of its hard drive as RAM. Although this increases the free RAM available to Key Stage 4, access to sounds stored in that RAM can be slow. For best performance, use the Memory control panel to turn Virtual Memory off, and then restart your Macintosh. However, users who are low on memory may have no choice but to leave Virtual Memory switched on.

⌘ The built-in speakers supplied with Macintosh computers vary in quality depending on the age and model of the machine. A poor quality speaker may cause distorted sound, especially at high volume levels.

⌘ Key Stage 4 requires the Macintosh to have some spare memory available to generate the sounds. For this reason, do not allocate quite all the available memory to Key Stage 4 when you start it up. See section 7, on Running Key Stage 4 with low memory for more details on how to set the memory allocation.

9. Screen size and colour configuration

Key Stage 4 will run on any colour monitor with a resolution of 640 x 480 pixels, or more, and that supports 256 colours. The program will work on a greyscale monitor, but is not designed to work in black and white.

Key Stage 4 is not designed to run on multiple monitors. If you have such a setup, the program will run on your primary monitor only.

10. Printing and copying

Screens in Key Stage 4 are stored and displayed as colour pictures. They are optimised for screen rather than print reproduction. Screen images can be printed, however, and will be of the same quality as a picture made with a screen-capture function.

Black and white prints will be of poor quality. If you have a laser printer, better quality images will be achieved by using the colour/greyscale option.

Printing may be affected by low memory. Refer to section 7, Running Key Stage 4 with low memory.

11. Playing Video

If Key Stage 4 fails to play any video at all, the most likely reason is that the disc is dirty or damaged. You should try cleaning the disc (refer to section 2, Care of Compact Discs). If Key Stage 4 still fails to play any video at all, it may be that QuickTime\$ is not installed on your system, or that the wrong version of QuickTime\$ is installed. (QuickTime\$ is

normally installed as part of System 7.5 or later, but even if your Macintosh is running System 7.5 or later, there is no guarantee that QuickTime\$ is available - someone may have removed it from your Macintosh system.) If you suspect that QuickTime\$ is not installed see section 5, Installing QuickTime\$ 2.5.

If the videos played in Key Stage 4 are slow or jumpy this may be due to Virtual Memory being turned "on" on your Macintosh. Use the Memory control panel to make sure that Virtual Memory is switched off, then restart your Macintosh. Users who are low on memory may have no choice but to leave Virtual Memory switched on.

Networking can also cause a delay in access to video files. If your Macintosh is connected to a network, try disconnecting it by selecting Control Panels, then AppleTalk. From the AppleTalk control panel, choose Options, and set AppleTalk to Inactive. For more information, refer to your Macintosh documentation.

12. Error Messages

If the error message "Unable to increase the system memory allocation" is displayed whilst running Key Stage 4, or if the error message "The application Key Stage 4 could not be opened because QuickTimeLib could not be found" is displayed whilst starting Key Stage 4 then you should try the following:

If you are a PowerPC user you should check that the QuickTime\$ Powerplug extension is turned on. Do this by selecting Control Panels from the Chooser and then selecting Extensions Manager. Make sure that the QuickTime\$ Powerplug extension is switched on and then restart your Macintosh and try to run Key Stage 4 again.

If this does not work, or if you are not a PowerPC user, you should:

- 1) Try turning on Virtual Memory from the Memory control panel. Restart your Macintosh and try to run Key Stage 4 again.
- 2) If this does not work, copy the Key Stage 4 Folder onto your hard disk.
- 3) Whilst no programs are running, find out the amount of free memory by opening the About This Macintosh dialog box from the Apple menu, and noting down the "Largest Unused Block"
- 4) Set the preferred memory size of Key Stage 4 to the value of the Largest Unused Block minus 500K. To do this, select the product icon on your hard disk, and choose Get Info from the File menu in the Finder. You can then use the Get Info dialog box to decrease the amount of preferred memory.

This will allow the System Software to expand when it needs to.

13. Connecting to the Internet

Please note: If you would normally pay telephone charges to connect to your Internet Service Provider, or for the time that you use the Internet, these charges will continue to apply while you are using the Online feature in this product. You should always ask permission from the person who will pay the bill before you use the Online feature described below.

If you are able to connect to the Internet from your computer, and if you have a Web Browser installed, then you can take advantage of a feature of Key Stage 4 that lets you register the product online and access DK Web pages on the Internet. If you do not have Internet access, or a Web browser, then you will NOT be able to make use of this feature.

Warning: If you have already connected to the Internet and try to connect again, then a second, concurrent browser window will be opened. Each subsequent attempt to connect to the Internet will open a new, browser window - this is a feature of browsers. Running multiple sessions in this way may cause your computer to run out of memory and may result in your computer crashing. Therefore, we recommend that you run only one browser session at a time.

Connecting to the Internet

1. Click on the online icon.
2. If an installed Web browser is detected on your machine you will be asked if this is the browser you wish to use.
3. If you select 'Yes', then you should be automatically connected to the appropriate Web page. Your Web browser name will be stored so that subsequent connections will happen automatically. If you select 'Cancel', or if an installed Web browser was not detected on your machine, you will be asked to browser for your browser.
4. If you're thinking of clicking 'Cancel' because you're not sure where your Web browser is located, you can try looking for it as described next:

- a) Select 'Find' from the 'File' drop-down menu in the Finder.
- b) In the 'Find Items' box make sure that your Macintosh's hard disk is selected.
- c) The next two boxes should say 'name' and 'contains', respectively. In the blank box you should type 'netscape navigator' if your browser is Netscape Navigator, or whatever the name of your Web browser application happens to be.
- d) Click the 'Find' button.
- e) The location of your browser will be displayed if it is found.

5. If you still don't know where to locate your browser, but know that you have a working Internet connection, you should click 'Cancel', then exit Key Stage 4 and connect to the Internet in your usual way. When you restart Key Stage 4 and try to connect to the DK Web pages again, you will be presented with a dialog (shown in step 6), stating that this product's Internet address has been copied to the clipboard.

If you wish you can then start your Internet connection in your usual way and paste the Internet address into your browser. You can use the 'Online Setup' button to configure Key Stage 4 to automatically open your Web browser in future.

6. If your connection is not successful check the following:

- a) That you can connect to the Internet and use your browser in the normal way. If you cannot do this, then there is a problem with your Internet connection. For example, make sure that your modem is correctly connected and switched on.
- b) Try starting your Internet connection and Web browser first, and then start up Key Stage 4 before trying to connect to the DK Web pages again.

If you select the wrong application, or simply decide that you'd rather use a different browser from the one you selected, then you can select a different browser by clicking the 'Online Setup' button.

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